

Complaints procedure

We strive to provide high-quality care in an efficient manner. We aim for clear information and good communication with our patients. However, sometimes things can go wrong, and you may be disappointed or dissatisfied. In such cases, it is best to contact the involved staff member. Perhaps there was a misunderstanding, conflicting expectations, or insufficient communication, and your dissatisfaction can be resolved through a conversation. Maybe something went wrong without our awareness, and we would like to hear from you about it. Firstly, so we can rectify the error as quickly as possible, and secondly, to prevent such mistakes in the future.

Submitting a Complaint

If you are unable to resolve the issue through conversation and your dissatisfaction persists, you may contact the complaints officer.

You can submit your complaint via the form on our website: [B-Fysic complaints procedure](#).

When it concerns a child (younger than 12 years), the complaint can be submitted by the legal representative(s). Children from 12 to 15 years can submit a complaint together with their parent(s). Someone else can also submit a complaint on your behalf if you have authorized them to do so. Anonymous complaints cannot be processed.

Handling Complaints

You will receive a written acknowledgment of receipt of your complaint within 5 working days, including information about who will handle the complaint.

The complaints officer assigned to handle the complaint will try to mediate and take all necessary actions to resolve the complaint. Your complaint will be discussed with the person(s) against whom the complaint is directed. If necessary, a meeting can be arranged between you and the person(s) involved. At your request, the person assigned to handle the complaint can be present at that meeting. If deemed necessary, a written report of the meeting will be made available to all parties involved.

External Complaint Agencies

If the efforts of the complaints officer do not yield the desired result, you can submit your complaint to an external complaint agency. This agency is independent and entirely separate from our practices.

If the complaint concerns the performance of a physiotherapist, you can contact:

KNGF

Secretary of the Physiotherapy Complaints Scheme

Postbus 248

3800 AE Amersfoort

Tel.: 033-4672900

<https://defysiotherapeut.com/klachtenregeling/klachtenregeling>

or:

Keurmerk Fysiotherapie

Attn: Complaints Committee

Westerlaan 51

8011 CA Zwolle

<https://www.keurmerkfysiotherapie.nl/praktijk/klachtenregeling/klacht-indienen-praktijk>

If the complaint concerns the performance of an occupational therapist, you can contact:

Paramedics Complaints Office

Maliesingel 39

3581 BK Utrecht

Tel.: 030-3100929

<https://www.kwaliteitsregisterparamedici.nl/klp/lists/klachtenformulier/formulier.aspx?Source=/klp/klacht/ingediend>

The complaint committees of these agencies will decide if the complaint is "founded" and notify both the complainant and the care provider.

If your complaint is still not resolved to your satisfaction, you have the option to submit the complaint to the Regional Disciplinary Board. In our region, this is:

Regional Disciplinary Board Eindhoven
Postbus 61
5600 AB Eindhoven

Tel.: 088-3712550

<https://www.tuchtcollege-gezondheidszorg.nl/ik-heb-een-klacht>

You can also report your complaint to the Healthcare Inspectorate, which will consider the quality of healthcare in general rather than your personal interest.

Finally, for all types of complaints, if you are dissatisfied with the handling, you can initiate legal proceedings through the court.

Of course, we do everything we can to prevent you from having complaints about our practices. However, if you do have a complaint, we appreciate hearing it from you first.